Core Availability Rate
Information Technology

 LouieStat

KPI Owner: Chris Seidt   **Process: Service Operation**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 99.9% Uptime Goal: Services managed by MTS should be available greater than 99.90% of the scheduled uptime. Benchmark: 99.99%	Data Source: SolarWinds Goal Source: Industry Standard Benchmark Source: Industry Standard	Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions Measurement Method: Measured through the SolarWinds system which measures when services are unavailable against their scheduled uptime. Why Measure: To ensure availability of services provided. Next Improvement Step: TBD

How Are We Doing?

Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
99.90%	**99.86%**	🚦(green)	**99.90%**	**99.98%**	🚦(green)
uptime	uptime		uptime	uptime	

Core Availability Rate

↑ Good

Data values shown: 99.90% 99.99% 99.96% 99.98% 99.98% 99.89% 99.78% 99.83% 99.64%

99.98%

Legend: Data — Median — Goal — Benchmark
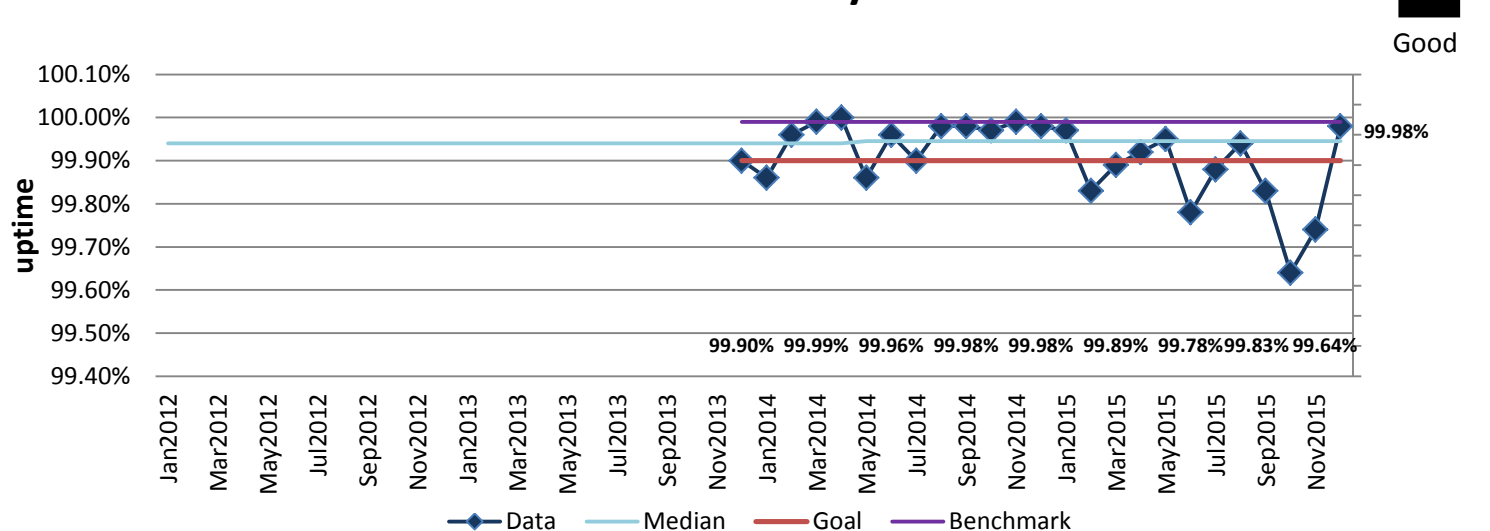
Root cause analysis is not necessary because there is no gap between the goal and current performance.

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